Sub-Processor List

Ready 4 Everything Training and Supplies Ltd.
Certivo — certivo.ca

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1. Introduction

This document lists all third-party sub-processors engaged by Ready 4 Everything Training and Supplies Ltd. o/a Certivo (operating the Certivo platform, "Certivo") to process personal information on behalf of Certivo and its Tenant customers through the Certivo.

A "sub-processor" is any third-party entity that processes personal information on behalf of Certivo in connection with the delivery of the Certivo. Processing includes the storage, access, transmission, or manipulation of personal information.

This list is maintained in accordance with Certivo's Privacy Policy and is made available to Tenant customers for transparency and compliance purposes.

Cross-Border Processing — U.S. Transfers (Alberta and Quebec Residents)

Personal information of Alberta and Quebec residents may be transferred to, processed, or stored in the United States. The Platform's records themselves are stored in the United States: **Google Cloud** holds the Firestore database in its US multi-region (`nam5`), and Cloud Storage files and Firebase Authentication data in its US infrastructure, while application compute and AI run in Canada. Several other core sub-processors — including **Stripe** (payment processing) and **Resend** (email delivery), as well as **Twilio** (SMS), **airSlate/SignNow** (e-signature), and **Sentry** (error monitoring) — are U.S.-based and process personal information in the United States. As a result, the personal information of individuals located in Alberta and Quebec (and elsewhere in Canada) may be subject to the laws of the United States, including lawful access

requests by U.S. courts, law enforcement, and national security authorities. Where personal information is transferred outside Canada, Certivo relies on contractual and technical safeguards intended to provide a comparable level of protection.

For **Quebec residents**, transfers of personal information outside Quebec are subject to a privacy-impact assessment under section 17 of Quebec's *Act respecting the protection of personal information in the private sector* (Law 25). See the Change Log (Section 6) for the current status of that assessment.

Notice of Foreign Processing (Alberta PIPA s.13.1)

Because Certivo uses U.S.-based service providers to process personal information outside Canada, section 13.1 of Alberta's *Personal Information Protection Act* (PIPA) requires Certivo to provide affected individuals with prior, transparent notice of that foreign processing. This section provides that notice. It states, for each foreign service provider: **(1) the country** in which the personal information is processed; **(2) the purpose** for which that foreign service provider is authorized to process the personal information; and **(3) the contact information** of a person — Certivo's Privacy Officer — who can answer questions about the collection or use of personal information by the foreign service provider.

(1) and (2) — Country and purpose of foreign processing. The following Certivo sub-processors process personal information outside Canada, in the country and for the purpose stated:

Foreign Service Provider	Country of Processing	Purpose it is authorized to process personal information for
Google LLC (Google Cloud / Firebase)	United States (Firestore `nam5` multi-region, Cloud Storage, Firebase Authentication). Compute and AI run in Canada: Cloud Functions in Toronto, Vertex AI in Montréal	Storage of all Platform records (accounts, training and certification records, financial records, incident reports, uploaded files), user sign-in, and hosting
Stripe, Inc.	United States (Stripe also operates globally)	Payment processing, subscription billing, and instructor/Tenant payouts via Stripe Connect
Resend, Inc.	United States	Transactional and marketing email delivery
Twilio Inc.	United States	SMS (text message) delivery of operational notifications
airSlate Inc. (SignNow)	United States	Electronic signature of documents (e.g., waivers, consent forms) and capture of the signed PDF and signature audit trail

Foreign Service Provider	Country of Processing	Purpose it is authorized to process personal information for
Functional Software, Inc. (Sentry)	United States	Application error monitoring, crash reporting, and session replay (a masked recording of the screen for a sample of sessions and for every session that hits an error, with all text and form inputs masked and images and media blocked). Configured to strip email addresses, tokens and card numbers, and to remove names from the record of what was clicked

Personal information processed by these providers may be subject to the laws of the United States, including lawful access requests by U.S. courts, law enforcement, and national security authorities. Where personal information is transferred outside Canada, Certivo relies on contractual and technical safeguards intended to provide a comparable level of protection. (Certivo's other sub-processors — Google Calendar, Intuit/QuickBooks Online, FreshBooks (2ndSite Inc.), and Xero — are tenant-activated integrations described in Sections 2 and 3; QuickBooks and FreshBooks may process data in the United States and/or Canada, and Xero in New Zealand or other global data centres.)

(3) — Contact for questions about foreign processing. An individual who has questions about the collection or use of their personal information by any of the foreign service providers listed above may contact Certivo's Privacy Officer:

Aaron Hoyte, Privacy Officer
Ready 4 Everything Training and Supplies Ltd.
4952 Westbrooke Rd., Blackfalds, Alberta, Canada T4M 0L1
Email: privacy@certivo.ca (or aaron@certivo.ca)

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2. Current Sub-Processors

Summary Table

#	Sub-Processor	Service Category	Data Processed	Primary Location	Tenant-Activatable?
1	Google Cloud / Firebase	Infrastructure + AI processing (Vertex AI / Gemini) + marketing-site analytics (Google Analytics 4, consent-gated)	All Platform data	US / Canada (Toronto + Montréal compute)	No (core infrastructure)
2	Stripe, Inc.	Payment Processing	Financial and identity data	US	No (core billing)

#	Sub-Processor	Service Category	Data Processed	Primary Location	Tenant-Activatable?
3	Resend, Inc.	Email Delivery	Contact and communication data	US	No (core email)
4	Functional Software, Inc. (Sentry)	Error Monitoring and Session Replay	Technical and diagnostic data; masked session replays	US	No (core monitoring)
5	Google (Calendar API)	Scheduling Integration	Scheduling and identity data	US	Yes
6	Intuit Inc. (QuickBooks Online)	Accounting Integration	Financial and identity data	US / Canada	Yes
7	Xero Limited	Accounting Integration	Financial and identity data	New Zealand / Global	Yes
8	Twilio Inc.	SMS Delivery	Phone numbers, message content	US	Yes
9	airSlate Inc. (SignNow)	E-Signature	Signer name/email, document contents, signature audit trail	US	Yes (not yet live)
10	2ndSite Inc. (FreshBooks)	Accounting Integration	Financial and identity data	US / Canada	Yes
11	Procore Technologies, Inc.	Construction-management integration — certificate delivery (pre-live; gated "Coming Soon")	Worker names, certificate PDFs and metadata	US	Yes (not yet live)

"Tenant-Activatable" means the sub-processor is only engaged when a Tenant Administrator explicitly enables the integration. If the integration is not activated, no data is shared with that sub-processor for that Tenant.

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3. Sub-Processor Details

3.1 Google Cloud / Firebase

Field	Details
Legal Entity	Google LLC (a subsidiary of Alphabet Inc.)

Field	Details
Headquarters	1600 Amphitheatre Parkway, Mountain View, CA 94043, USA
Services Provided	Cloud hosting (Firebase Hosting), NoSQL database (Cloud Firestore), user authentication (Firebase Authentication), file storage (Cloud Storage for Firebase), serverless compute (Cloud Functions for Firebase)
Data Processed	All personal information stored in the Platform database, including user accounts, certification records, financial records, incident reports, payroll data, scheduling data, audit logs, and uploaded files (certificates, documents)
Data Location	Firebase Hosting: US-based CDN with global edge caching. Cloud Firestore: Multi-region (nam5 — US). Cloud Functions: **northamerica-northeast2 (Toronto, Canada)**. Vertex AI (Gemini — the "Ask Certivo" + report AI features): **northamerica-northeast1 (Montréal, Canada)**. Cloud Storage: US. Firebase Authentication: US (Google-managed).
Security Certifications	SOC 1 Type II, SOC 2 Type II, SOC 3, ISO 27001, ISO 27017, ISO 27018, ISO 27701, FedRAMP, CSA STAR
Data Processing Agreement	Google Cloud Data Processing Addendum (available at cloud.google.com/terms/data-processing-addendum)
Encryption	TLS 1.2+ in transit; AES-256 at rest (Google-managed keys)
Sub-Processor's Privacy Policy	https://policies.google.com/privacy
Certivo's Use	Core infrastructure. All Platform data is processed through Firebase/Google Cloud. Cloud Functions (including payroll calculations, authentication, and integrations) are deployed to the Toronto, Canada region (northamerica-northeast2) to minimize cross-border data processing for Canadian operations.

3.2 Stripe, Inc.

Field	Details
Legal Entity	Stripe, Inc.
Headquarters	354 Oyster Point Blvd, South San Francisco, CA 94080, USA
Services Provided	Payment processing (one-time and recurring), subscription billing management, Stripe Connect (instructor and Tenant payouts), payment fraud detection, tax calculation support
Data Processed	Cardholder names, email addresses, payment card information (processed by Stripe — not stored by Certivo), billing addresses, transaction amounts, subscription plan details, payout recipient names and banking information (via Stripe Connect), invoice references
Data Location	United States (Stripe may process data in other jurisdictions per its own policies)

Field	Details
Security Certifications	PCI DSS Level 1 (highest level), SOC 1 Type II, SOC 2 Type II
Data Processing Agreement	Stripe Data Processing Addendum (available at stripe.com/legal/dpa)
Encryption	TLS 1.2+ in transit; AES-256 at rest
Sub-Processor's Privacy Policy	https://stripe.com/privacy
Certivo's Use	Processes all monetary transactions on the Platform, including Tenant subscription payments, client payments for training services, and instructor payouts via Stripe Connect. Certivo does not store payment card numbers — all card data is handled exclusively by Stripe.

3.3 Resend, Inc.

Field	Details
Legal Entity	Resend, Inc.
Headquarters	San Francisco, CA, USA
Services Provided	Transactional email delivery (invoices, certificates, booking confirmations, password resets, system notifications), marketing email delivery (drip campaigns), email delivery tracking (delivery status, bounces)
Data Processed	Recipient email addresses, recipient names (in email content), email subject lines, email body content (which may include names, class details, certification information, invoice summaries, and links), delivery metadata (timestamps, delivery status, bounce reasons)
Data Location	United States
Security Certifications	SOC 2 Type II
Data Processing Agreement	Resend Data Processing Addendum (available upon request from Resend)
Encryption	TLS 1.2+ in transit
Sub-Processor's Privacy Policy	https://resend.com/legal/privacy-policy
Certivo's Use	All emails sent from the Platform (transactional and marketing) are delivered through Resend. This includes invoice emails, certificate delivery, booking confirmations, scheduling notifications, drip campaign messages, and system alerts. Email delivery logs are retained by Resend per their own retention policy (typically 90 days).

3.4 Functional Software, Inc. (Sentry)

Field	Details
Legal Entity	Functional Software, Inc. (doing business as Sentry)
Headquarters	45 Fremont Street, 8th Floor, San Francisco, CA 94105, USA
Services Provided	Application error monitoring, crash reporting, performance monitoring, error alerting, session replay
Data Processed	Error stack traces, browser type and version, operating system, device information, pseudonymized user context (a one-way hash of the user ID, and the organization ID, for error grouping), page URLs without query strings, application version, error timestamps, the trail of recent actions before an error (pages visited, elements clicked, network calls), and session replays: a recording of the page layout and of mouse and keyboard activity, in which every piece of text and every form input is replaced with placeholder characters, the `title`, `placeholder`, `aria-label` and `alt` attributes are masked, and images and media are blocked
Data Location	United States
Security Certifications	SOC 2 Type II, ISO 27001
Data Processing Agreement	Sentry Data Processing Addendum (available at sentry.io/legal/dpa/)
Encryption	TLS 1.2+ in transit; AES-256 at rest
Sub-Processor's Privacy Policy	https://sentry.io/privacy/
Certivo's Use	Monitors all four Platform applications (Tenant Suite, Instructor Suite, Client Portal, Super Admin) for JavaScript errors, unhandled exceptions, and performance issues. Session replay records 5% of sessions in production, and every session in which an error occurs, so an error can be reproduced; text and inputs are masked as described above. Certivo has configured Sentry to minimize personal information: email addresses, tokens, card numbers and URL query strings are removed before anything is sent, the record of what was clicked keeps the element's tag, classes and type but not its label, title, alt text or field name (these can contain a person's name), logged objects are dropped from the action trail, and the user is identified only by a one-way hash. Free-text error messages are not inspected for names. Error data is retained for 90 days.

3.5 Google (Calendar API)

Field	Details
Legal Entity	Google LLC (a subsidiary of Alphabet Inc.)
Headquarters	1600 Amphitheatre Parkway, Mountain View, CA 94043, USA
Services Provided	Calendar synchronization — creating, updating, and deleting calendar events in a Tenant's Google Calendar to reflect scheduled training classes
Data Processed	Class titles (course type), scheduled date and time, class location, instructor names, client names (in event descriptions), class status
Data Location	United States (Google servers)
Security Certifications	SOC 1/2/3, ISO 27001, ISO 27017, ISO 27018
Data Processing Agreement	Google API Terms of Service; Google Cloud Data Processing Addendum (if applicable via Google Workspace)
Encryption	TLS 1.2+ in transit; Google-managed encryption at rest
Sub-Processor's Privacy Policy	https://policies.google.com/privacy
Certivo's Use	**Tenant-activatable.** Only engaged when a Tenant Administrator explicitly connects their Google Calendar through the Integrations Manager. Certivo stores the OAuth refresh token (encrypted) to maintain the connection. The Platform syncs class schedules to the Tenant's Google Calendar. No data flows from Google Calendar back to Certivo. The integration can be disconnected at any time by the Tenant Administrator, which revokes the OAuth token.

3.6 Intuit Inc. (QuickBooks Online)

Field	Details
Legal Entity	Intuit Inc.
Headquarters	2700 Coast Avenue, Mountain View, CA 94043, USA
Canadian Operations	Intuit Canada ULC, Edmonton, Alberta, Canada
Services Provided	Accounting synchronization — syncing invoices and expenses from Certivo to the Tenant's QuickBooks Online account for bookkeeping and tax preparation
Data Processed	Invoice data (client names, amounts, line items, dates, payment status), expense data (descriptions, amounts, categories, dates), vendor/payee names, tax amounts (GST/HST)

Field	Details
Data Location	United States and/or Canada (depending on the Tenant's QuickBooks account region)
Security Certifications	SOC 1 Type II, SOC 2 Type II
Data Processing Agreement	Intuit Developer Terms of Service; Intuit Privacy Statement
Encryption	TLS 1.2+ in transit; AES-256 at rest
Sub-Processor's Privacy Policy	https://www.intuit.com/privacy/statement/
Certivo's Use	**Tenant-activatable.** Only engaged when a Tenant Administrator explicitly connects their QuickBooks Online account through the Integrations Manager. Certivo stores the OAuth tokens (encrypted) to maintain the connection. The Platform syncs invoice and expense data from Certivo to QuickBooks for accounting purposes. The integration can be disconnected at any time by the Tenant Administrator.

3.7 Xero Limited

Field	Details
Legal Entity	Xero Limited
Headquarters	19-23 Taranaki Street, Te Aro, Wellington 6011, New Zealand
Global Presence	Offices in New Zealand, Australia, United Kingdom, United States, Canada, Singapore
Services Provided	Accounting synchronization — syncing invoices and expenses from Certivo to the Tenant's Xero account for bookkeeping and tax preparation
Data Processed	Invoice data (client/contact names, amounts, line items, dates, payment status), expense data (descriptions, amounts, categories, dates), contact names and email addresses, tax amounts
Data Location	New Zealand and/or global data centers (depending on the Tenant's Xero account region). Xero uses AWS infrastructure.
Security Certifications	SOC 2 Type II, ISO 27001
Data Processing Agreement	Xero Developer Terms; Xero Privacy Notice
Encryption	TLS 1.2+ in transit; AES-256 at rest (AWS-managed)
Sub-Processor's Privacy Policy	https://www.xero.com/legal/privacy/

Field	Details
Certivo's Use	**Tenant-activatable.** Only engaged when a Tenant Administrator explicitly connects their Xero account through the Integrations Manager. Certivo stores the OAuth tokens (encrypted) to maintain the connection. The Platform syncs invoice and expense data from Certivo to Xero for accounting purposes. The integration can be disconnected at any time by the Tenant Administrator.

3.8 Twilio Inc.

Field	Details
Legal Entity	Twilio Inc.
Headquarters	101 Spear Street, Suite 500, San Francisco, CA 94105, United States
Services Provided	SMS delivery — sending notification messages (class reminders, compliance alerts, cert expiry notices) to phone numbers provided by Tenants
Data Processed	Phone numbers, SMS message content, delivery status, timestamp
Data Location	United States (Twilio processes messages through US infrastructure)
Security Certifications	SOC 2 Type II, ISO 27001, HIPAA eligible
Data Processing Agreement	Twilio Data Protection Addendum (available at twilio.com/legal/data-protection-addendum)
Encryption	TLS 1.2+ in transit; AES-256 at rest
Sub-Processor's Privacy Policy	https://www.twilio.com/legal/privacy
Certivo's Use	**Tenant-activatable.** Only engaged when a Tenant Administrator enables SMS notifications in Settings and provides recipient phone numbers. Certivo stores Twilio API credentials (encrypted) in Google Secret Manager. Messages are sent on behalf of the Tenant for operational notifications only (not marketing). The integration can be disabled at any time by the Tenant Administrator. Consent for SMS is managed per CASL requirements — see SMS Consent and Opt-Out Policy.

3.9 airSlate Inc. (SignNow)

Field	Details
Legal Entity	airSlate US LLC — SignNow is an airSlate product

Field	Details
Headquarters	United States (Massachusetts). *Placeholder — confirm the exact registered entity name and address with SignNow before this entry is published.*
Services Provided	Electronic signature collection — sending documents (waivers, consent forms, training agreements) for signature and capturing the completed signed PDF plus its signature audit trail
Data Processed	Signer name, signer email address, document contents (which may include student/participant personal information and signatures), and signature audit-trail metadata (IP address, timestamps)
Data Location	United States
Security Certifications	SOC 2 Type II, ISO 27001, PCI DSS, HIPAA, 21 CFR Part 11, GDPR-aligned (per SignNow/airSlate published attestations). *Confirm current attestation scope at contract time.*
Data Processing Agreement	airSlate/SignNow Data Processing Agreement — *to be obtained and executed before go-live.*
Encryption	TLS 1.2+ in transit; AES-256 at rest
Sub-Processor's Privacy Policy	https://www.signnow.com/privacy-notice
Certivo's Use	**Tenant-activatable; not yet live.** The e-signature feature is integrated in code but gated OFF (`platform_config/esign_config.enabled = false`) pending founder configuration — see `docs/ESIGN-GO-LIVE.md` . When enabled, SignNow is engaged only when a Tenant sends a document for signature. The completed signed PDF is additionally re-stored in Certivo's own Storage (`esign-signed/{orgId}/`) under the same Google Cloud SOC 2 controls so a copy survives if the provider link expires. Certivo stores SignNow API credentials (encrypted) in Google Secret Manager. The integration can be disabled at any time by the Tenant Administrator.

3.10 2ndSite Inc. (FreshBooks)

Field	Details
Legal Entity	2ndSite Inc. (doing business as FreshBooks)
Headquarters	Toronto, Ontario, Canada
Services Provided	Accounting synchronization — syncing invoices (and, where enabled, expenses, credit notes, estimates, and payroll journal entries) from Certivo to the Tenant's FreshBooks account for bookkeeping and tax preparation
Data Processed	Invoice data (client/contact names, amounts, line items, dates, payment status), expense data (descriptions, amounts, categories, dates), contact names and email addresses, tax amounts (GST/HST)

Field	Details
Data Location	United States and/or Canada. 2ndSite Inc. is Canadian-headquartered (Toronto); FreshBooks hosts on cloud infrastructure. *Confirm the exact hosting region with FreshBooks; if confirmed as U.S. processing, add FreshBooks to the Alberta PIPA s.13.1 foreign-processing table in Section 1.*
Security Certifications	SOC 2 Type II. *Confirm current attestation scope at contract time.*
Data Processing Agreement	FreshBooks Data Processing Addendum / FreshBooks Developer Terms (obtain and retain at contract time)
Encryption	TLS 1.2+ in transit; AES-256 at rest
Sub-Processor's Privacy Policy	https://www.freshbooks.com/policies/privacy
Certivo's Use	**Tenant-activatable.** Only engaged when a Tenant Administrator explicitly connects their FreshBooks account through the Integrations Manager. Certivo stores the OAuth tokens (encrypted) to maintain the connection. The Platform syncs invoice and expense data from Certivo to FreshBooks for accounting purposes. The integration can be disconnected at any time by the Tenant Administrator.

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4. Change Notification Procedure

4.1 Advance Notice

Certivo will provide Tenant customers with **at least 30 calendar days' advance written notice** before:

- Engaging a new sub-processor to process personal information
- Materially changing the services provided by an existing sub-processor in a way that affects the processing of personal information
- Changing the data location of an existing sub-processor to a different jurisdiction

4.2 Notification Method

Change notifications will be provided via:

1. **Email** to the primary contact email address on file for each Tenant Administrator
2. **In-platform notification** displayed upon next login to the Tenant Suite
3. **Update to this Sub-Processor List** with the change reflected in the Change Log (Section 6)

4.3 Notification Content

Each change notification will include:

- The name and details of the new or modified sub-processor
- The type of personal information to be processed
- The purpose of the processing
- The location of data processing
- The security certifications held by the sub-processor
- The effective date of the change
- Instructions for objecting to the change (see Section 5)

4.4 Emergency Changes

In exceptional circumstances where a sub-processor change is required on an emergency basis (e.g., a critical sub-processor becomes unavailable due to a security incident), Certivo may engage a replacement sub-processor with less than 30 days' notice, provided:

- The replacement sub-processor provides at least equivalent security protections
- Tenants are notified as soon as feasible
- The full 30-day objection period is still provided

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5. Objection Process

5.1 Right to Object

Tenant customers may object to the engagement of a new sub-processor or a material change to an existing sub-processor's processing activities.

5.2 Objection Procedure

To object to a sub-processor change:

1. **Submit a written objection** to the Privacy Officer at aaron@certivo.ca within 30 days of receiving the change notification
2. The objection must include:

- The Tenant's name and account identifier - The specific sub-processor change being objected to - The reason for the objection (e.g., jurisdictional concerns, security concerns, contractual requirements)

1. The Privacy Officer will **acknowledge receipt within 5 business days**

2. Certivo will **make reasonable efforts to address the objection**, which may include:

- Providing additional information about the sub-processor's security measures - Offering an alternative configuration that avoids the sub-processor (if technically feasible) - Engaging the sub-processor under additional contractual restrictions

1. If Certivo is unable to resolve the objection to the Tenant's reasonable satisfaction, the Tenant may **terminate its subscription** without penalty, and the standard data export and deletion procedures (per the Data Retention Policy, Section 8) will apply

5.3 Objection Does Not Apply To

The objection process does not apply to:

- Core infrastructure sub-processors (Google Cloud/Firebase, Stripe, Resend, Sentry) that are essential to Platform operation, as these are disclosed prior to the Tenant entering into the service agreement
- Sub-processor changes that do not affect the processing of personal information
- Updates to a sub-processor's privacy policy or terms that do not materially change the processing activities

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6. Change Log

Date	Change	Sub-Processor	Details
March 1, 2026	Initial publication	All	Initial sub-processor list established
June 19, 2026	Added	airSlate Inc. (SignNow)	Disclosed the SignNow e-signature sub-processor (integrated, tenant-activatable, not yet live). HSFC Policy P3.1.
July 5, 2026	Updated (counsel review)	All	Added an explicit cross-border processing statement (Introduction) making clear that personal information of Alberta and Quebec residents may be transferred to, processed, or stored in the United States (via Stripe, Resend, Twilio, SignNow, and Sentry) and may be subject to U.S. law. Noted that transfers of Quebec-resident data are subject to a Law 25 s.17 privacy-impact assessment. **PIA status: pending** — to be completed before Certivo relies on U.S. sub-processors for Quebec-resident personal information.

Date	Change	Sub-Processor	Details
July 5, 2026	Updated (counsel review)	All (U.S.)	Added a dedicated "Notice of Foreign Processing (Alberta PIPA s.13.1)" section to the Introduction, stating the three s.13.1-required elements explicitly: (1) the country of processing for each U.S. service provider (Stripe, Resend, Twilio, SignNow, Sentry), (2) the purpose each is authorized to process personal information for, and (3) the contact information of the Privacy Officer who can answer questions about the foreign processing. Consolidated the customer-facing sub-processor disclosure draft into this master list.
July 11, 2026	Added	2ndSite Inc. (FreshBooks)	Disclosed FreshBooks as a tenant-activatable accounting sub-processor (invoice / expense sync, mirroring QuickBooks Online and Xero), now live in production. Data location listed as U.S. and/or Canada pending confirmation of FreshBooks' hosting region; if confirmed as U.S. processing, FreshBooks is to be added to the Alberta PIPA s.13.1 foreign-processing table (Section 1).
November 1, 2026	Updated (factual correction)	Google LLC (Google Cloud / Firebase)	Added Google Cloud to the Alberta PIPA s.13.1 foreign-processing table and to the cross-border statement in the Introduction. The Platform's records are stored in Google Cloud's US multi-region (`nam5`), with Cloud Storage and Firebase Authentication also in the United States; only compute (Toronto) and AI (Montréal) run in Canada. The table had listed Stripe, Resend, Twilio, SignNow and Sentry only, so the notice did not name the provider that stores every record. Founder decision dec-soc2-region.
November 1, 2026	Updated (factual correction)	Functional Software, Inc. (Sentry)	Disclosed session replay, which has been on since Sentry was added in April 2026 (5% of production sessions plus every session with an error; text and inputs masked, media blocked) and was not mentioned anywhere. Corrected the statement that no names reach Sentry: the record of what was clicked carried button labels, some of which contain a worker's name. The same change removes those labels and logged objects before anything is sent (`packages/shared/sentry-scrub.ts`); the description now says what is and is not removed. Same sub-processor; replay was already in use, only undisclosed. The matching wording in the DPA (9.1(g)) and the Privacy Policy is a redline for counsel (`docs/legal/drafts/sentry-session-replay-redline-2026-11-01.md`). PIPEDA audit finding PIP-7.3.

This Change Log will be updated each time a sub-processor is added, removed, or materially modified.

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7. Contact Information

For questions about this Sub-Processor List, to request additional information about any sub-processor, or to submit an objection, please contact:

Aaron Hoyte, Privacy Officer
Ready 4 Everything Training and Supplies Ltd.
4952 Westbrooke Rd.
Blackfalds, Alberta, Canada T4M 0L1
Email: aaron@certivo.ca

This Sub-Processor List is effective as of March 1, 2026.

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